

State of Illinois
Rod R. Blagojevich, Governor

Department of Human Services
Carol L. Adams, Ph.D., Secretary



Your Civil Rights

No Discrimination...
No Harassment...
No Excuses

UNIVERSITY OF ILLINOIS – URBANA



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AT URBANA-CHAMPAIGN



IDHS Cannot Take Any Of The Following Actions:

- ◆ Deny you money, care, services or other benefits you are eligible to receive.
- ◆ Provide other eligible people with money, care, services or other benefits that are different from yours or provide them in a different way from the way we provide them to you if you are eligible to receive them.
- ◆ Treat you differently from other eligible people in the way you get your money, care, services or other benefits.
- ◆ Prohibit you from having the same advantages or privileges as other eligible people who receive help from the Department of Human Services.
- ◆ Treat you differently from other people in the way the Department of Human Services determines if you are eligible to receive money, care, services or other benefits.
- ◆ Deny or offer to other eligible people an opportunity that is different from the opportunities offered to you (if you are eligible) through the Department of Human Services. This includes the opportunity to take part in education, job training, community work programs and the opportunity to receive a hearing.

What Can I Do If I Think I Have Been Discriminated Against?

If you feel that you have been discriminated against, you have the right to file a charge with the Bureau of Civil Affairs. A written complaint must be filed within 180 days of the alleged action:

- ◆ Fill out a **Customer/Applicant Discrimination Claim Form** (IL444-4026), which can be obtained at your local DHS office, hospital, school or facility;
- ◆ Send a written complaint to one of the following addresses:

Central Office/Chicago

401 S. Clinton, 7th Floor
Chicago, IL 60607
312-793-1862 (V) or 312-793-3628 (TTY)

Central Office/Springfield

100 South Grand Ave. East, 2nd Floor
Springfield, IL 62762
217-524-7068 (V) or 217-557-7757 (TTY)

Under the ADA and Section 504 of the Rehabilitation Act of 1973, you are protected against discrimination based on disability. You have the right to file a grievance and may obtain a copy of the grievance form, **Americans With Disabilities Act/Section 504 Grievance Request** (IL444-4715) to do so. Grievances must be submitted within 30 days of the alleged violation to:

DHS – ADA Coordinator

Bureau of Accessibility and Safety Systems
401 S. Clinton, 7th Floor
Chicago, IL 60607

A determination will be made and written notification sent to you within 45 business days after receipt of the grievance. If you disagree with the decision, you may appeal to the Secretary of the Department within 10 business days after receipt of the determination.

What Happens After a Charge is Filed?

An EEO/AA Officer will review your complaint immediately to determine whether there is substantial evidence to support the charge. You will receive a written notification at the conclusion of the investigation. If you are not in agreement with the findings of the investigator, you may appeal directly to the Chief of the Bureau of Civil Affairs in writing at one of the above listed addresses. In addition, you may file a discrimination complaint with one of the following regulatory agencies:

Illinois Department of Human Rights

100 W. Randolph St., Suite 10-100
Chicago, IL 60601
312-814-6200 (V) or 312-263-1579 (TTY)

222 S. College St., 1st Floor
Springfield, IL 62706
217-785-5100 (V) or 217-263-5125 (TTY)

U.S. Equal Employment Opportunity Commission

500 W. Madison, Room 2800
Chicago, IL 60661
312-353-2713 (V) or 312-353-2421 (TTY)

United States Department of Health and Human Services

Office of Civil Rights
105 West Adams, 16th. Floor
Chicago, IL 60603
312-886-2359 (V) or 312-353-5683 (TTY)

Finally, if you have applied for food stamps and feel that you have been discriminated against, you may send a written complaint to:

United States Department of Agriculture

Director, Office of Civil Rights
Room 326-W. Whitten Building
1400 Independence Ave, SW
Washington, D.C. 20250-9410

Department Policy

It is the policy of the Department of Human Services that all employees and individuals requesting services from the Department shall be free from discrimination or harassment* without regard to:

- ◆ Race
- ◆ Color
- ◆ Religion
- ◆ Sex
- ◆ National Origin
- ◆ Arrest Record
- ◆ Age
- ◆ Disability
- ◆ Ancestry
- ◆ Citizenship Status
- ◆ Military Status
- ◆ Marital Status
- ◆ Sexual Orientation

*Food Stamp Program applicants and participants are also protected against discrimination based on political affiliation.

The Illinois Department of Human Services' Pledge

As part of our commitment to serve you, we will see to it that you:

- ◆ Receive benefits for which you are eligible in a timely and uninterrupted manner.
- ◆ Are treated fairly, with dignity, courtesy, and respect.
- ◆ Have your questions answered in a way that you understand.
- ◆ Receive referrals for agency supportive services and community resources.
- ◆ Have your complaints and disagreements with agency actions or treatment reviewed and addressed.

For more information:

Call or visit your Illinois Department of Human Services' Family Community Resource Center (FCRC).

If you have questions about any Illinois Department of Human Services (IDHS) program, call or visit your FCRC. We will answer your questions. If you do not know where your FCRC is or if you are unable to go there, you may call the automated helpline 24 hours a day at:

1-800-843-6154

1-800-447-6404 (TTY)

You may speak to a representative between:
8:00 a.m. - 5:30 p.m.

Monday - Friday (except state holidays)

For answers to your questions,
you may also write:

Illinois Department of Human Services
Bureau of Customer and Provider Assistance
100 South Grand Avenue East
Springfield, Illinois 62762

Visit our web site at:

www.dhs.state.il.us



Programs, activities and employment opportunities in the Illinois Department of Human Services are open and accessible to any individual or group without regard to age, sex, race, sexual orientation, disability, ethnic origin or religion. The department is an equal opportunity employer and practices affirmative action and reasonable accommodation programs.

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